

HSBC Phone Direct Pocket Guide

Hotline Number	Phonebanking Self Service Hours	Agent Service Hours
HSBC China Customer Service Hotline	95366	24/7

*Please dial the country code of mainland China +86 (21) for 95366 if you are calling from overseas, Hong Kong SAR, Macau SAR, or Taiwan.

Language Selection

- Mandarin 1
- English 2
- Cantonese 3

- **Report a Lost and Stolen Card or Security Device** *
 - Report a Lost and Stolen Credit Card * 1
 - Report a Lost or Stolen Debit Card * 2
 - Report a Lost or Stolen Security Device * 3
 - Repeat menu *

- **HSBC China customer is able to enjoy the service listed below by keying in both the correct identification and PIN. (Please refer to the main menu).**
- **Identification** | Phone Banking Number/Account number/Debit card number/Credit card number/ChineseID #
- **Verification** | Phone banking PIN / Debit card PIN / OTP / Credit card enquiry PIN

- **Open a new bank account/ Rate enquiries** #

- **Main Menu**
- **Banking Services** 1
 - **Banking services and feedback**
 - Transactions and available balance 1 1
 - Pin and debit card maintenance 1 1 1
 - Time deposit and rate enquiry 1 1 2
 - 1 1 3
 - **Internet banking and mobile banking support** 1 2
 - **International banking service**
 - Overseas account opening appointment booking 1 3 1
 - Other international banking services 1 3 2
 - **Home mortgage loan services** 1 4
 - **Credit card services**
 - Card activation and pay maintenance 1 5 1
 - Credit limit enquiry and installment 1 5 2
 - Statement and repayment 1 5 3
 - Reward points and benefits 1 5 4
 - **Repeat these options** *
 - **Return to the previous menu** #
 - **Speak to an agent** 0
- **Credit card services** 2
 - **Credit card services**
 - Card activation and pay maintenance 2 1
 - Credit limit enquiry and installment 2 1 1
 - Statement and repayment 2 1 2
 - Reward points and benefits 2 1 3
 - 2 1 4

- Banking services and feedback	2 • 2
- Transactions and available balance	2 • 2 • 1
- Pin and debit card maintenance	2 • 2 • 2
- Time deposit and rate enquiry	2 • 2 • 3
- Internet banking and mobile banking support	2 • 3
- International banking service	2 • 4
- Overseas account opening appointment booking	2 • 4 • 1
- Other international banking services	2 • 4 • 2
- Home mortgage loan services	2 • 5
- Repeat these options	*
- Return to the previous menu	#
- Speak to an agent	0
- International banking service	3
- International banking service	3 • 1
- Overseas account opening appointment booking	3 • 1 • 1
- Other international banking service	3 • 1 • 2
- Banking services and feedback	3 • 2
- Transactions and available balance	3 • 2 • 1
- Pin and debit card maintenance	3 • 2 • 2
- Time deposit and rate enquiry	3 • 2 • 3
- Internet banking and mobile banking support	3 • 3
- Home mortgage loan services	3 • 4
- Credit card services	3 • 5
- Card activation and pay maintenance	3 • 5 • 1
- Credit limit enquiry and installment	3 • 5 • 2
- Statement and repayment	3 • 5 • 3
- Reward points and benefits	3 • 5 • 4
- Repeat these options	*
- Return to the previous menu	#
- Speak to an agent	0
- Wealth and home mortgage loan service	4
- Wealth service	4 • 1
- Home mortgage loan service	4 • 2
- Repeat these options	*
- Return to the previous menu	#
- Speak to an agent	0
- Initiate a complaint where to check the progress of the existing complaint	5
- Return to the main menu	#